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To enrich lives through effective and caring service.



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March 5, 2008

To: Supervisor Yvonne B. Burke, Chair
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Dave Lambertson, Director *DCL*
Internal Services Department

Subject: **REQUEST TO AMEND EXISTING INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER N04-5018 WITH GLOBAL SERVICES RESOURCES, INC., DBA COMPUTERWORKS TECHNOLOGIES and EXISTING ITSSMA WORK ORDER N04-0538 WITH TRINUS CORPORATION FOR CONTINUED DEVELOPMENT AND ADMINISTRATION OF COGNOS REPORTS.**

This is to advise you of our intent to amend the subject ITSSMA Work Orders as described herein:

1. ITSSMA Work Order # N04-5018 with GLOBAL SERVICES RESOURCES, INC., dba ComputerWorks Technologies to extend the term from July 1, 2008 to January 31, 2010, and increase the maximum Work Order amount by \$300,000, from \$299,999 to \$599,999. The original term of this Work Order is June 8, 2006 through June 30, 2008.
2. ITSSMA Work Order # N04-0538 with Trinus Corporation to extend the term from March 31, 2008 to March 31, 2009, and increase the maximum Work Order amount by \$181,000, from \$299,000 to \$480,000. The original term of this Work Order is August 10, 2006 through March 31, 2008.

In accordance with ITSSMA Guidelines, prior notice to your Board is required because execution of these Work Order amendments will cause each of these Work Orders to exceed \$300,000.

BACKGROUND

The County standard is to use COGNOS as the business intelligence tool to meet the County's reporting and analysis needs. In partnership with the CIO, ISD has implemented COGNOS Tools and Technologies for Countywide usage. Under these Work Orders consultants provide support for the ongoing COGNOS report development, configuration management, package migrations and report modeling.

Countywide Business Intelligence (CBI) Support Team was formed within ISD to provide support and access to the COGNOS Tools and Technologies. Environments (production, test, and development for CBI and DPSS) run this software. Several departments and projects currently use these COGNOS technologies for their reporting, Digital Dashboards and Cubes. The Auditor-Controller uses the COGNOS software product as the tool to meet the County's reporting and data analysis needs for the eCAPs procurement module.

The County bid for these support services through ITSSMA and issued the subject Work Orders to provide the required technical services and COGNOS reporting.

SCOPE OF WORK

The scope of work includes performing the analysis and data modeling required to develop reports against the eCAPS procurement module and the Advantage procurement module as well as developing and maintaining COGNOS reports. This work also includes working with the ISD's Systems Development staff to communicate the appropriate standards for modeling and developing reports, and to aid in identifying, defining and resolving technical issues related to the COGNOS product. The consultants will continue to interact and mentor County staff assigned to the projects to facilitate and transfer knowledge to County staff.

JUSTIFICATION

The eCAPS Project is the County's enterprise financial system used to carry out all the County's fiduciary responsibilities. The addition of Procurement module will include processing the orders and respective payments for the items departments purchase on a regular basis. The COGNOS reporting tool plays a vital role, producing reports that support the County Purchasing Agent's statutory authority and responsibility for central purchasing on a countywide basis, as well as the needs of departments to monitor their procurement activity. For each of the departments participating in CBI Support, the COGNOS reporting tool allows for accurate assessment of the County's financial and welfare conditions.

The County is currently developing, through contractor mentoring and training, COGNOS resources to support these systems. Until such time, ISD must continue to use contracted resources to supplement the County's COGNOS staff. Extension of these Work Orders will continue to provide this support. CBI Support and the Internet Development Division have successfully hired two COGNOS developers into County employment. These Work Order extensions will provide sufficient time for County to hire an additional COGNOS developer.

FISCAL IMPACT

The hourly rates of these time and materials Work Orders will remain the same through the extended terms of the Work Order. Sufficient funds for this initiative are available in the FY 07-08 budget and are incorporated into the FY 08-09 budget request.

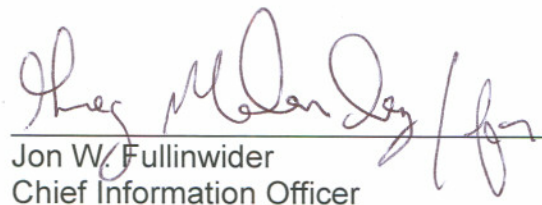
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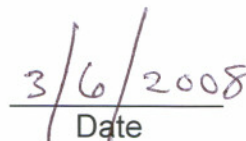
Consistent with the ITSSMA policies and procedures, we are informing your Board of our intention to amend these Work Orders. In two weeks time, we will proceed with these amendments.

If there are any questions regarding these Work Orders, please have your staff contact Mark Martinez, Project Manager, eCAPS Procurement Project, Information Technology Service, Internal Services Department, at (323) 881-8910 or Jim Wilkinson, Senior Information Technology Specialist, Internet Development Division, Internal Services Department, at (562) 940-2046.

DL:MM:z

NOTED AND APPROVED:


Jon W. Fullinwider
Chief Information Officer


Date